



Why your business should invest in a trainee this year

Traineeships are a great way for businesses to attract new employees or upskill existing team members.

Traineeships are very similar to apprenticeships, but they concentrate on vocational or job areas such as office administration, information technology, or hospitality. Traineeships are open to anyone of working age and can include existing and new members of your team.

- ✔ Trainees will be paid for on the job training, learn new skills to improve their career and earn a nationally recognised qualification.
- ✔ Businesses are rewarded with committed employees who have new skills and knowledge to be more effective in your organisation.

Fee-free Traineeships

Various State training departments offer a variety of fee-free and subsidised traineeship initiatives. Under these programs the states will pay for the students fees in a traineeship or a portion of them.

Contact us and we can help you understand what fee free traineeships initiatives you could be eligible for in your state.

Please refer to our website for more information www.asuria.com.au/training.

Wage Subsidy Opportunities

The Australian Apprenticeships Incentive System supports employers in engaging more apprentices/trainees and increasing the number of skilled workers in the Australian workforce.

From 1 July 2022 to 30 June 2024, employers of new or existing worker apprentices/trainees in priority occupations on the Australian Apprenticeships Priority List will be eligible for:

- ✔ Priority Wage Subsidy of 10% of wages for first and second year apprentices/trainees (up to \$1,500 per quarter); and
- ✔ Priority Wage Subsidy of 5% of wages for third year apprentices/trainees (up to \$750 per quarter).

For employers of apprentices/trainees in occupations not included on the Priority List, there is a Hiring Incentive of \$3,500 paid in two equal six monthly instalments (\$1,750 each).

Apprentices/trainees in priority occupations also receive \$1,250 every six months for a maximum of two years (up to \$5,000 at full-time rate).

Existing staff are also eligible if they move from a casual or part-time role to a part-time or full-time apprenticeship/traineeship.

Benefits of investing in traineeships this year



Attract and retain new talent



Upskill your team and earn qualifications



Trainees apply new skills to their job



Wage Subsidy opportunities

Traineeship Spotlight

Customer Engagement

This customer engagement traineeship will provide you with the skills and knowledge to be effective in a range of complex customer service roles, including:

- ✔ Receiving and responding to customer requests
- ✔ Handling complaints
- ✔ Working with multiple communication channels
- ✔ Providing technical advice
- ✔ Capturing data working effectively in a team.

Many of the learning activities and tasks will encourage learners to reflect on their current work and practices and benefit the employer by applying these new skills immediately in their organisation.

Course Duration and Delivery

The 12 month program is delivered in shorter, more manageable terms of learning.

This allows participants to focus on specific sections of the program at one time.

These terms also provide the perfect 'check point' over the duration of the program to monitor and support participant progress.

Each term, the participant enjoys an innovative 360 degree learning experience.

After a program orientation session, participants engage in group workshops and tutorials, workplace training activities, have access to on-demand support as required and concludes with a face to face workplace visit by the trainer to recap the term of learning and observe the participant's progress.

We are here to help you

Step 1: Call us to discuss traineeships and wage subsidies

Step 2: Nominate your trainee and we will check their eligibility

Step 3: We confirm the traineeship and commence training

Asuria Training - RTO Code: 21912



Course Overview



Innovative 360 degree learning experience



12 Month duration. Regular intakes throughout the year



BSB30120 - Certificate III in Business (Customer Engagement)

Traineeship with Asuria Training

A traineeship with Asuria Training isn't just a qualification – it's a way to jump into your new career and earn as you learn.

From day one, you will be in the workplace, gaining essential industry experience and putting knowledge into practice. Our easy to follow learning experiences support your workplace learning, allowing you to develop your career in a supported environment.

We know that balancing work and study can be challenging. That's why your Asuria Training traineeship is led by your trainer, designed into easy-to-follow short terms and supported by our entire team. Asuria Training allows you to be the pilot in your new career, whilst we provide the support and guidance to manage your progress with you.



1800 872 297



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We deliver this program to make learning shorter and manageable so participants can focus on specific sections of the program at one time. These terms also provide the perfect 'check point' to monitor and support participant progress throughout the program.

Term 1	Term 2	Term 3	Term 4
Orientation		Extension Term If participant requires extra support, workshops, catchup sessions, time to complete course activities etc.	Extension Term If participant requires extra support, workshops, catchup sessions, time to complete course activities etc.
Live Workshops	Live Workshops		
Self-Learning	Self-Learning		
Workplace Learning and Activities			



Learn more and apply today

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Each term, the participant enjoys an innovative 360 degree learning experience.

The term starts with an orientation and continues with online support workshops, workplace learning and on demand support if required and concludes with a face to face workplace visit by the trainer to recap the term of learning and observe the participant's progress.*

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Orientation	✓									
Live Workshops	✓		✓		✓		✓		✓	
Live Tutorials		✓		✓		✓		✓		✓
Workplace Learning		✓	✓	✓	✓	✓	✓	✓	✓	✓
Online Learning		✓	✓	✓	✓	✓	✓	✓	✓	✓
Trainer Visit										✓
On demand support		✓	✓	✓	✓	✓	✓	✓	✓	✓

*Note, delivery options can vary, please refer to detailed timetable online for further details.



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Australian Apprenticeships Incentive Reform

Updated: 8 June 2022

Apprenticeships play a critical role in supporting Australians to access secure, well paid jobs. They create a pipeline of skills and talent in the Australian workforce, helping businesses to meet their current and future skills needs and realise the opportunities of a recovering economy.

Starting on 1 July 2022, the Australian Apprenticeships Incentive System will support a more inclusive and sustainable economy, ensuring Australians receive quality training while in paid employment.

Overview of the Australian Apprenticeships Incentive System

The **\$2.4 billion** Australian Apprenticeships Incentives System will help get apprentices working in secure jobs that are in demand, filling skills shortages. It will help increase completions, providing financial and non-financial support at the time the apprentice needs it the most.

Government support under the Australian Apprenticeships Incentive System will focus on priority occupations, ensuring support is targeted to the skills in demand in the Australian economy. Priority occupations are listed on the [Australian Apprenticeships Priority List 1 July 2022](#) (Priority List), which will be updated regularly. The Priority List is a list of 77 occupations, is based on analysis of the occupations in current shortage and future demand over the next five years and that are most likely to involve an Australian Apprenticeship entry pathway.

Support will also be available to employers taking on Australian Apprentices in occupations not listed on the Priority List.

Support for Women in Trades

The Australian Government is investing **\$38.6 million** over four years to provide additional support for women who commence in eligible trade occupations on the Priority List. The eligible trade occupations are occupations that have historically had a low level of female participation.

This measure will provide these women with access to comprehensive wraparound support through the Australian Apprenticeship Support Network, including personalised advice and information on career options and apprenticeship pathways, pastoral care, career and industry mentoring, access to professional networks and entrepreneurship training. These non-financial supports will help to support more women to complete their apprenticeship and go on to have successful careers.

Australian Apprenticeship Support Loans

The Australian Government is renaming and expanding the Trade Support Loans Scheme which will make the Scheme available to trainees in the care sector for the first time. Subject to the passage of legislation, the new Australian Apprenticeship Support Loans scheme will be available for all apprentices and trainees in occupations on the Priority List. It will provide income contingent loans of up to \$21,542, to help recipients meet day to day costs while undertaking their studies. The measure will also enable backdating of payments to provide immediate support to recipients.

Support for Young Australian Apprentices

From 1 July 2022, young apprentices aged 15 to 20 years will receive additional support to complete their Australian Apprenticeship. All newly commencing young Australian Apprentices will receive a follow-up call three months from commencement to ensure any issues are identified early.

In addition, an extra 2,500 in-training support places will be made available in 2022-23 for young Australian Apprentices from 1 July 2022. This comes on top of the almost 30,000 in training support places already funded for delivery to Australian Apprentices in 2022.

Living Away From Home Allowance and Disability Australian Apprentice Wage Support

There will continue to be support available for students who need to travel to undertake their apprenticeship, through a continuation of the Living Away From Home Allowance. There will also continue to be additional supports for apprentices with a disability, through Disability Australian Apprenticeship Wage Support.

List of incentives available

From 1 July 2022 until 30 June 2024

For employers:

Priority Wage Subsidy: Wage subsidy for employers of Australian Apprentices in occupations on the Priority List	10 per cent of wages for first and second year apprentices (up to \$1,500 per quarter) and 5 per cent of wages for the third year apprentices (up to \$750 per quarter).	For employers of new or recommending Australian Apprentices undertaking a Certificate III or higher qualification in a Priority Occupation on the Australian Apprenticeships Priority List.
Hiring Incentive: for employers of Australian Apprentices in an occupation <u>not</u> listed on the Priority List	\$3,500 paid in two equal six-monthly instalments (\$1,750 each).	For employers of new or recommending Australian Apprentices undertaking a Certificate II or higher level qualification in an occupation that is <u>not</u> on the Australian Apprenticeships Priority List or in a Certificate II qualification in an occupation on the Australian Apprenticeships Priority List.

For Australian Apprentices:

Australian Apprentice Training Support Payment	\$1,250 every six months over the first two years of the Australian Apprenticeship (up to \$5,000 in total).	Direct financial assistance for Australian Apprentices undertaking a Certificate III or higher qualification in a Priority Occupation on the Australian Apprenticeships Priority List to support them to complete their training.
Living Away From Home Allowance (LAFHA)	Up to 12 months of support at the first year rate of \$77.17 per week; a further 12 months assistance at the second year rate of \$38.59 per week; and a further 12 months assistance at the third year rate of \$25 per week.	Australian Apprentices undertaking a Certificate II or higher level qualification may be eligible for the Living Away From Home Allowance if they have to move away from their parental/guardian home for the first time to commence or remain in an Australian Apprenticeship, or are homeless.

<p>Trade Support Loans*</p> <p><i>* The Government is pursuing amendments to the Trade Support Loans Act 2014 in order to expand access to all Australian Apprentices on the Australian Apprenticeships Priority List.</i></p>	<p>Loans of up to \$21,779 (2021-22) over the course of the Australian Apprenticeship.</p>	<p>Australian Apprentices may be eligible to receive financial support to assist with everyday costs while they undertake their training.</p>
<p>Disability Australian Apprentice Wage Support (DAAWS)</p>	<p>\$104.30 per week for a full time Australian Apprentice, and on a pro-rata scale according to hours worked for a part-time Australian Apprentice.</p>	<p>Provides additional assistance to employers who employ an Australian Apprentice with disability in a Certificate II or higher level qualification.</p>
<p>Off-the-job Tutorial, Mentor and Interpreter Assistance</p>	<p>\$38.50 per hour (up to a maximum of \$5,500 per year)</p>	<p>Assistance for Tutorial, Mentor and Interpreter Services is available to Registered Training Organisations to support Australian Apprentices with disability who are experiencing difficulty with the off-the-job component of their Australian Apprenticeship because of their disability.</p>

For further information on the incentives available, including information on eligibility, contact an [Australian Apprenticeship Support Network provider](#).



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